

1 **In the Claims**

2 Claims 1, 9, 10, 19 and 26 have been amended.

3 New claims 32-40 have been added.

4 Claims 1-16, 18-24 and 26-40 are pending in the application and are listed
5 as follows:

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7 **1. (Currently Amended)** A method for providing context-sensitive
8 help from a first computer to a second computer for a Web-based user interface
9 (UI) of the first computer, the method comprising:

10 receiving a request for context sensitive help at the first computer from the
11 second computer, the request corresponding to a first Web page of a Web-based
12 UI of the first computer, the first Web page comprising a user-interface object, the
13 request for context-sensitive help being based on a “What is the user-interface
14 object?” or a “Why would I use the user-interface object?” question type, the user-
15 interface object corresponding to a function of the first computer that is remotely
16 operable by way of the second computer;

17 responsive to receiving the request for the context-sensitive help, the first
18 computer:

19 determining a set of context sensitive information that corresponds
20 to the first Web page, the determining based at least in part on a unique ID
21 of the first Web page;

22 generating a second Web page comprising the context sensitive
23 information, the generating including determining and performing any
24 required modifications to the set of context sensitive information in
25 accordance with compatibility criteria of the second computer; and

1 providing the second Web page to the second computer for
2 presentation[.]; wherein:

3 the Web-based UI of the first computer corresponds to remotely
4 managing one or more of a disk, a volume, a user, a user group, or a
5 directory of the first computer.

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7 **2. (Original)** A method as recited in claim 1, wherein the first
8 computer is a server appliance.

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10 **3. (Original)** A method as recited in claim 1, wherein generating the
11 second Web page further comprises:

12 generating the second Web page in a format that is compatible with a
13 platform of the second computer, the platform comprising a hardware platform, an
14 operating system platform, a Web browser type indication, a software version
15 indication, a preferred language indication, an intended use of the second
16 computer, and/or predetermined preferences of a user.

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18 **4. (Original)** A method as recited in claim 1, before receiving the
19 request, further comprising:

20 communicating, by the first computer, a Web-based UI to the second
21 computer, the first computer being operatively coupled over a network to the
22 second computer, the Web-based UI comprising a first Web page corresponding to
23 one or more predetermined functions of the first computer.

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25 **5. (Original)** A method as recited in claim 1, further comprising:

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responsive to determining the context sensitive help information, retrieving
the context sensitive help information from one or more help files.

1 **6. (Original)** A method as recited in claim 1, before receiving the
2 request, further comprising:

3 communicating, by the first computer, a Web-based UI to the second
4 computer, the first computer being operatively coupled over a network to the
5 second computer, the Web-based UI comprising a first Web page corresponding to
6 one or more predetermined functions of the first computer, the first Web page
7 comprising a unique ID and a persistent help object that is mapped to a URL of the
8 first computer, the URL comprising the unique ID; and

9 wherein determining the context sensitive help information is based on the
10 unique ID.

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12 **7. (Original)** A method as recited in claim 6:

13 wherein the URL further comprises a reference to one or more computer
14 programs on the first computer; and

15 wherein the operations of determining the context-sensitive help and
16 retrieving the context sensitive help are performed by the one or more computer
17 programs that use a server-side scripting interface.

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19 **8. (Original)** A method as recited in claim 6:

20 wherein the URL further comprises a reference to one or more computer
21 programs on the first computer; and

22 wherein the operations of determining the context sensitive help and
23 retrieving the context sensitive help are performed by the one or more computer
24 programs using a server-side scripting interface that generates dynamic content.
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1 **9. (Currently Amended)** A tangible computer readable medium
2 comprising computer-executable instructions for performing a method as recited
3 in claim 1.

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1 **10. (Currently Amended)** A computer-readable storage medium,
2 tangible in form, comprising one or more program modules for providing context-
3 sensitive help for a Web-based user interface (UI) of a first computer to a second
4 computer, wherein the one or more program modules comprise computer-
5 executable instructions for:

6 receiving a request for a set of context sensitive help corresponding to a
7 Web-based UI of the first computer, the request being received at the first
8 computer, the Web-based UI comprising a user-interface object and corresponding
9 to one or more functions of the first computer that are remotely operable by way
10 of the second computer, the Web-based UI being presented on the second
11 computer, the first computer being operatively coupled to the second computer
12 over a network, the context-sensitive help answering a “What is the user-interface
13 object?” or a “Why would I use the user-interface object?” question type; and

14 responsive to receiving the request, the first computer:

15 generating a second Web page comprising the context-sensitive help,
16 the generating including determining and performing any required
17 modifications to the context sensitive help in accordance with compatibility
18 criteria of the second computer; and

19 communicating the second Web page to the second computer for
20 presentation[[]]; wherein:

21 the Web-based UI of the first computer corresponds to remotely
22 managing one or more of a disk, a volume, a user, a user group, or a
23 directory of the first computer.
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1 **11. (Original)** A computer readable storage medium as recited in
2 claim 10, wherein the first computer is a server appliance.

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4 **12. (Previously Presented)** A computer-readable storage medium as
5 recited in claim 10, wherein generating the second Web page further comprises
6 instructions for:

7 generating the second Web page to be compatible with a platform of the
8 second computer, the platform comprising an operating system platform, a Web
9 browser platform, a preferred language, an intended use of the second computer,
10 and/or predetermined preferences of a user.

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12 **13. (Original)** A computer-readable storage medium as recited in
13 claim 10, wherein the computer-executable instructions further comprise
14 instructions for:

15 communicating, by the first computer, the Web-based UI to the second
16 computer, the first Web-based UI comprising a persistent object mapped to a set of
17 context-sensitive help that corresponds to the one or more functions.

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19 **14. (Original)** A computer-readable storage medium as recited in
20 claim 10, wherein the computer-executable instructions for generating the second
21 Web page further comprise instructions for retrieving the context sensitive help
22 from one or more help files.

1 **15. (Original)** A computer-readable storage medium as recited in
2 claim 10, wherein the computer-executable instructions further comprise
3 instructions for:

4 communicating, by the first computer, the first Web-based UI to the second
5 computer, the first Web-based UI comprising a persistent object mapped a set of
6 parameters comprising a set of context-sensitive help corresponding to the one or
7 more functions, a URL of the first computer, and a unique ID corresponding to the
8 first Web-based UI; and

9 wherein the computer-executable instructions for receiving the request
10 further comprise instructions for:

11 receiving the request at the URL, the request comprising the unique ID; and

12 wherein the computer-executable instructions for generating the second
13 Web page further comprise instructions for:

14 identifying the context sensitive help based on the unique ID.

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16 **16. (Original)** A computer-readable storage medium as recited in
17 claim 10, wherein the first Web page further comprises a reference to one or more
18 computer programs on the first computer; and wherein the computer-executable
19 instructions for generating the second Web page further comprises instructions for:

20 generating the second Web page with a server-side scripting interface for
21 generating dynamic content that is identified by the one or more computer
22 programs.

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17. (Canceled).

18. (Original) A computer comprising a processor that is operatively coupled to one or more computer-readable storage media as recited in claim 10, the processor being configured to execute the computer program instructions.

1 **19. (Currently amended)** A system for providing context-sensitive
2 help for a Web-based user interface (UI), the system comprising:

3 a memory comprising a set of computer-executable instructions; and

4 a processor coupled to the memory, the processor being configured to
5 execute the computer executable instructions for:

6 communicating the Web based UI to a different system for
7 presentation;

8 responsive to receiving a request for context sensitive help,
9 determining a set of context-sensitive help that corresponds to the Web-
10 based UI, the Web-based UI comprising a user-interface object, the request
11 for context-sensitive help requesting a “What is the user-interface object?”
12 or a “Why would I use the user-interface object?” answer type, the Web-
13 based UI corresponding to one or more functions of the system that are
14 remotely operable by way of the different system;

15 encapsulating the context sensitive help into a Web page that is
16 compatible with a platform of the different system; and

17 communicating the context-sensitive help embedded in the web page
18 to the different system for presentation[[]]; wherein:

19 the Web-based UI of the first computer corresponds to remotely
20 managing one or more of a disk, a volume, a user, a user group, or a
21 directory of the first computer.

1 **20. (Original)** A system as recited in claim 19, wherein the Web-
2 based UI further comprises a persistent help object that is programmed, responsive
3 to user selection, to communicate a context-sensitive help request message to the
4 system.

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6 **21. (Original)** A system as recited in claim 19, wherein the Web-
7 based UI further comprises a persistent help object that is programmed to send,
8 upon selection, a context-sensitive help request message to a URL that identifies
9 the system.

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11 **22. (Previously Presented)** A system as recited in claim 19, wherein
12 the Web-based UI further comprises a persistent help object that is programmed,
13 responsive to user selection, to communicate a context-sensitive help request
14 message to the system, the context-sensitive help request message comprising a
15 unique ID corresponding to the Web-based UI, and wherein the computer-
16 executable instructions for determining further comprise instructions for:

17 identifying the context-sensitive help based on the unique ID.

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19 **23. (Original)** A system as recited in claim 19, wherein the computer-
20 executable instructions for determining further comprise a server-side scripting
21 interface for returning dynamic content to the system and wherein the context-
22 sensitive help is dynamic content.

1 **24. (Original)** A system as recited in claim 23, wherein the server-
2 side scripting interface is selected from a set of scripting interfaces comprising a
3 Common Gateway Interface and/or an Internet Server Application Program
4 Interface.

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6 **25. (Canceled).**

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8 **26. (Currently Amended)** A user interface embodied in a
9 computer-readable storage medium for providing context-sensitive help for a
10 remote user interface (UI), the user interface comprising:

11 a first area in a web page for displaying, on a first device, a remote UI that
12 corresponds to a second device, the remote UI comprising a user-interface object
13 and corresponding to at least one function of the second device that is remotely
14 operable by way of the first device; and

15 a second area within the first area for providing a context-sensitive help
16 control for accessing a set of context sensitive help to answer a "What is the user-
17 interface object?" or a "Why would I use the user-interface object?" question
18 type[.]; wherein:

19 the remote UI corresponds to remotely managing one or more of a
20 disk, a volume, a user, a user group, or a directory of the second device.

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23 **27. (Original)** A user interface as recited in claim 26, wherein the
24 context-sensitive help control is a representation of a question mark.
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1 **28. (Original)** A user interface as recited in claim 26, wherein the
2 context-sensitive help control is mapped to a URL that comprises a unique ID that
3 corresponds to a particular Web page of the Web-based UI, the unique ID
4 referencing the context-sensitive help.

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6 **29. (Original)** A user interface as recited in claim 26, wherein the
7 context-sensitive help control is mapped to a URL comprising a reference to a
8 computer program module and one or more parameters for the computer program
9 module, the one or more parameters being a combination of parameters
10 comprising a unique ID corresponding to the Web-based UI, an operating system,
11 a Web browser, a software version indication, and/or a language, the computer
12 program module and the one or more parameters being used by the second device
13 to identify, retrieve, and/or modify the context-sensitive help.

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15 **30. (Original)** A user interface as recited in claim 26, wherein the
16 second device is a server appliance.

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18 **31. (Original)** A computer comprising a processor that is operatively
19 coupled to a memory comprising computer-executable instructions for displaying
20 a user interface as recited in claim 26.

1 **32. (New)** A method for providing context-sensitive help from a
2 first computer to a second computer for a Web-based user interface (UI) of the
3 first computer, the method comprising:

4 receiving a request for context sensitive help at the first computer from the
5 second computer, the request corresponding to a first Web page of a Web-based
6 UI of the first computer, the Web-based UI of the first computer corresponding to
7 remotely managing one or more of a disk, a volume, a user, a user group, or a
8 directory of the first computer;

9 responsive to receiving the request for the context-sensitive help, the first
10 computer:

11 determining a set of context sensitive help information that
12 corresponds to the first Web page;

13 generating a second Web page comprising the context sensitive help
14 information, the generating including determining and performing any
15 required modifications to the set of context sensitive help information in
16 accordance with an operating system, a web browser, a software version
17 and a language criteria of the second computer; and

18 providing the second Web page to the second computer for
19 presentation.

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21 **33. (New)** A method as recited in claim 32, wherein the first
22 computer is a server appliance.
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1 **34. (New)** A method as recited in claim 32, wherein generating
2 the second Web page further comprises:

3 generating the second Web page in a format that is compatible with a
4 platform of the second computer, the platform comprising a hardware platform,
5 and/or one or more predetermined preferences of a user.

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7 **35. (New)** A method as recited in claim 32, before receiving the
8 request, further comprising:

9 communicating, by the first computer, a Web-based UI to the second
10 computer, the first computer being operatively coupled over a network to the
11 second computer, the Web-based UI comprising a first Web page corresponding to
12 one or more predetermined remotely-operable functions of the first computer.

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14 **36. (New)** A method as recited in claim 32, further comprising:
15 responsive to determining the context sensitive help information, retrieving
16 the context sensitive help information from one or more help files.

1 **37. (New)** A method as recited in claim 32, before receiving the
2 request, further comprising:

3 communicating, by the first computer, a Web-based UI to the second
4 computer, the first computer being operatively coupled over a network to the
5 second computer, the Web-based UI comprising a first Web page corresponding to
6 one or more predetermined remotely-operable functions of the first computer, the
7 first Web page comprising a unique ID and a persistent help object that is mapped
8 to a URL of the first computer, the URL comprising the unique ID; and

9 wherein determining the context sensitive help information is based on the
10 unique ID.

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12 **38. (New)** A method as recited in claim 37:

13 wherein the URL further comprises a reference to one or more computer
14 programs on the first computer; and

15 wherein the operations of determining the context-sensitive help and
16 retrieving the context sensitive help are performed by the one or more computer
17 programs that use a server-side scripting interface.

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19 **39. (New)** A method as recited in claim 37:

20 wherein the URL further comprises a reference to one or more computer
21 programs on the first computer; and

22 wherein the operations of determining the context sensitive help and
23 retrieving the context sensitive help are performed by the one or more computer
24 programs using a server-side scripting interface that generates dynamic content.

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40. (New) A tangible computer readable medium comprising computer-executable instructions for performing a method as recited in claim 32.